
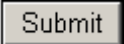


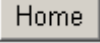


# Application Inbox Job Aid

Draft for Pilot Use Only




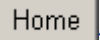
Follow these steps to access, search, receive, and update electronic applications in Application Inbox.

Step	Action
	<b>Access</b>
1.	Open an Internet Explorer session.
2.	Type web address <a href="http://www.mass.gov/dhcd/">http://www.mass.gov/dhcd/</a> in browser. <i>The <b>Department of Housing and Community Development</b> page appears.</i>
3.	Click  . <i>The <b>DHCD Online Business</b> page appears.</i>
4.	Click the <a href="#">Local Public Housing Authorities</a> link.
5.	Select the <a href="#">Application Inbox, Virtual Gateway</a> link from <b>WHAT would you like to do?</b> <i>The <b>Virtual Gateway Business Services</b> page for login appears.</i>
6.	Enter Username and Password, and then click  .
7.	Click the <a href="#">Common Intake Form</a> link. <i>The <b>Dashboard</b> appears.</i>
8.	Click <a href="#">Enter Application Inbox</a> link. <i>The <b>Application Inbox Search</b> page appears.</i>
	<b>Search</b>
9.	Select "New" from the <b>Application Inquiry Status</b> drop-down box and click  . <i>The search results display below the search area.</i>
	<b>Receive</b>
10.	Click an <a href="#">applicant name</a> link to access the application summary. <i>The <b>Application Inbox Summary</b> appears.</i>
11.	Click  .
12.	Click  . <i>The <b>Application/Inquiry Search</b> page reappears with the application status updated to "Received".</i>

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	Update Processing Status
13.	Click the <b>Processing Status</b> link for the appropriate application. <i>The <b>Update Processing Status</b> page appears.</i>
14.	Select the new status from the <b>Status</b> drop-down box, and click  . <i>The <b>Status History</b> will update reflecting the change.</i>
15.	Click  to return to the Application/Inquiry Search page. <b>Tip:</b> If you click <b>Home</b> without clicking Update Status, your changes will not be saved.

## Application Status

There are two types of statuses reported in Application Inbox:

- Application/Inquiry Status
- Processing Status

	<a href="#">Application/Inquiry No.</a>	Program Name	<a href="#">Name</a>	<a href="#">Date Submitted</a>	<a href="#">Application/Inquiry Status</a>	Processing Status	Organization
<input type="checkbox"/>	125079	State-Aided Public Housing	<a href="#">Taylor Titan</a>	09/12/2006	New	 <a href="#">Pending LHA Response</a>	Brockton HA
			<a href="#">Tom Titan</a>				
			<a href="#">Theresa Titan</a>				

**Note:** No items will display until you perform a **Search**.

**Application/Inquiry Statuses:**

Application status types convey the condition of an application that is being transferred from the Virtual Gateway. There are two status types to represent the state of an item:

- New
- Received

The Application Status is updated automatically by Application Inbox when you print a new application. To print the application, a [name link](#) of an applicant from the Name column. The Applicant Inbox Summary for this applicant appears. Scroll down to the bottom of the page and click **Print**. Do not close the page until your job has printed. After the summary page has been successfully printed, Click **Home** to return to the Application Inbox Page.

Status	Definition	Set Conditions
New	Application has been submitted through Common Intake. It is awaiting review.	This status is set when the application is submitted but has not yet been printed by the Local Housing Authority (LHA).
Received	Application has been printed by the Local Housing Authority.	This status is set automatically, once the application is printed.

**Note:** Application status can also be reset to “New” by checking the check-box next to the “Application/Inquiry #” and clicking the Change Application/Inquiry Status button at the bottom of the Inbox page. This feature is useful when you are having printer problems and need to print the application at a later time.

**Processing Statuses:** Processing status represents where the application is in your internal application process. This status must be updated manually by LHA staff.

**Note:** Processing status can be updated by clicking the Processing Status folder/link. By clicking the folder you are directed to a new page which allows you to change processing status and view processing history.

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**Local Housing Authorities (LHAs)**

<b>Status</b>	<b>Definition/Set Conditions</b>
Pending LHA Response	Application has arrived in the LHA Inbox and is waiting to be received by the LHA.
Received by LHA and In Process	Application has been received by the LHA and is Undergoing LHA review for determination of eligibility and/or qualification.
No Response	Applicant did not respond, when required to do so, to correspondence from LHA.
Withdrawn by Applicant	At applicant's request, LHA has removed applicant's application from LHA waiting list.
Eligible	Applicant meets eligibility requirements such as income, age, and handicapped status in accordance with the regulation at 760 CMR 5.06 and 5.07.
Ineligible	Applicant does not meet eligibility requirements such as income, age, and handicapped status in accordance with the regulation at 760 CMR 5.06 and 5.07, or incomplete application in accordance with the regulation at 760 CMR 5.05(2).
Unqualified	Applicant and the applicant household have been disqualified for state-aided public housing by the LHA due to the applicant or a household member(s)' disqualifying past behavior in accordance with the regulation at 760 CMR 5.08.
Offer Accepted	Applicant accepted LHA written offer of a unit of appropriate unit size within seven (7) days from the date of the unit offer letter.
Offer Refused	Applicant refused or applicant failed to accept LHA written offer of a unit of appropriate unit size within seven (7) days from the date of the unit offer letter.
Housed	Applicant accepted a unit offer of appropriate unit size and signed a lease with the LHA for the offered unit.